



ADDENDUM

March 27, 2006

Request for Proposal 06-55047

Domestic Violence Unserved/Underserved Lesbian, Gay, Bi-Sexual, Transgender, Questioning
Training and Technical Assistance Project

California Department of Health Services
Maternal, Child and Adolescent Health /Office of Family Planning Branch
MS 8400
1615 Capitol Avenue
P.O. Box 997413
Sacramento, CA 95899-7413

[Do not submit proposals to the above address.]

Table of Contents

A.	Purpose, Background and Description of Services.....	6
1.	Purpose.....	6
2.	Background.....	6
3.	Description.....	6
B.	Time Schedule.....	7
C.	Contract Term.....	8
D.	Proposer Questions.....	8
1.	What to include in an inquiry.....	8
2.	Question deadline.....	9
3.	How to submit questions.....	9
4.	Proposer warning.....	9
5.	Verbal questions.....	9
E.	Voluntary Letter of Intent.....	10
1.	General information.....	10
2.	Submitting a Letter of Intent.....	10
	Letter of Intent RFP 06-55047.....	10
F.	Scope of Work.....	10
G.	Qualification Requirements.....	11
H.	Proposal Format and Content Requirements.....	12
1.	General Instructions.....	12
2.	Format requirements.....	13
3.	Content requirements.....	13
a.	<u>Proposal Cover Page</u>	13
b.	<u>Table of Contents</u>	14
c.	<u>Executive Summary Section</u>	14
d.	<u>Agency Capability Section</u>	14
e.	<u>Work Plan Section</u>	15
1)	Overview.....	15
2)	Rejection of tasks, activities or functions.....	16
3)	Work Plan content.....	16
f.	<u>Management Plan Section</u>	17
g.	<u>Project Personnel Section</u>	17
h.	<u>Facilities and Resources Section</u>	19
i.	<u>Cost Section</u>	21
1)	Basic content.....	21
2)	General instructions.....	21
3)	Required Budget Detail Work Sheets.....	21

4) Required cost justification/documentation.....	24
j. <u>Appendix section</u>	26
k. <u>Forms section</u>	27
I. Proposal Submission	28
1. General Instructions	28
2. Proof of timely receipt	29
3. Proposer costs	29
J. Evaluation and Selection	29
1. Stage 1 – Required Attachment / Certification Checklist review	29
2. Stage 2 – Narrative proposal evaluation/scoring	30
3. Stage 3 – Scoring the Cost section.....	31
4. Stage 4 – Combining Narrative Proposal Score and Cost Section Score.....	32
5. Stage 5 – Adjustments to Score Calculations for Bidding Preferences	32
6. Stage 6 – Final Score Calculation.....	32
K. Narrative Proposal Rating Factors.....	32
1. Executive Summary	32
2. Agency Capability	33
3. Work Plan.....	34
4. Management Plan	36
5. Project Personnel.....	37
6. Facilities and Resources	37
L. Bid Requirements and Information	38
1. Nonresponsive proposals.....	38
2. Proposal modifications after submission.....	38
3. Proposal mistakes.....	38
4. Withdrawal and/or Resubmission of Proposals.....	38
a. Withdrawal deadlines	38
b. Submitting a withdrawal request	39
c. Resubmitting a proposal	39
5. Contract award and protests	39
a. Contract award.....	39
b. Settlement of ties	40
c. Protests	40
1) Who can protest	40
2) Grounds for protests.....	40
3) Protest time lines.....	40
4) Submitting a protest	40

6.	Disposition of proposals.....	41
7.	Inspecting or obtaining copies of proposals.....	41
a.	Who can inspect or copy proposal materials	41
b.	What can be inspected / copied and when	41
c.	Inspecting or obtaining copies of proposal materials	42
8.	Verification of Proposer information.....	42
9.	DHS rights.....	42
a.	RFP corrections	42
b.	Collecting information from Proposers	43
c.	Immaterial proposal defects	43
d.	Correction of clerical or mathematical errors	43
e.	Right to remedy errors	44
f.	No contract award or RFP cancellation.....	44
g.	Contract amendments after award.....	44
h.	Proposed use of subcontractors and/or independent consultants	44
i.	Staffing changes after contract award.....	44
M.	Bidding Certification Clauses	44
1.	Certificate of Independent Price Determination	44
N.	Preference Programs.....	45
1.	Small Business Enterprises (including Microbusinesses).....	45
O.	Contract Terms and Conditions	46
1.	Sample contract forms / exhibits	46
2.	Unanticipated tasks.....	47
3.	Resolution of language conflicts (RFP vs. final agreement)	47
P.	Required Attachments	

Attachment #	Attachment Name
Attachment 1	Proposal Cover Page
Attachment 2	Required Attachment / Certification Checklist
Attachment 3	Business Information Sheet
Attachment 4	Client References
Attachment 5	RFP Clause Certification
Attachment 6	CCC 1005 - Certification
Attachment 7	Payee Data Record
Attachment 8	Follow-on Consultant Contract Disclosure

Attachment #	Attachment Name
Attachment 9	DVBE Instructions / Forms with Attachment 9a, Actual DVBE Participation and Attachment 9b, Good Faith Effort
Attachment 10	Work Plan
Attachment 11	Cost Proposal Form
Attachment 12a	Budget Detail Work Sheet (Year 1)
Attachment 12b	Subcontractor Budgets (Year 1)
Attachment 12c	Budget Detail Work Sheet (Year 2)
Attachment 12d	Subcontractor Budgets (Year 2)
Attachment 12e	Budget Detail Work Sheet (Year 3)
Attachment 12f	Subcontractor Budgets (Year 3)
Attachment 13	Voluntary Letter of Intent

Q. Sample Contract Forms / Exhibits

Exhibit #	Exhibit Name
Exhibit A1	Standard Agreement
Exhibit A	Scope of Work
Exhibit B	Budget Detail and Payment Provisions
Exhibit C – View on-line.	General Terms and Conditions (GTC 1005). View or download at this Internet site: http://www.ols.dgs.ca.gov/Standard+Language/default.htm
Exhibit D(C)	Special Terms and Conditions
Exhibit E	Additional Provisions
Exhibit F	Contractor's Release
Exhibit G	Travel Reimbursement Information
Exhibit H	Contractor Equipment Purchased with DHS Funds
Exhibit I	Inventory/Disposition of DHS Funded Equipment
Exhibit J	Invoicing Format

R. Program Appendices

Appendix #	Appendix Name
Appendix 1	Minimum Requirements for Computer Hardware and Systems Capabilities
Appendix 2	Budget Act Language
Appendix 3	Core Service Standards
Appendix 4	MCAH/OFP DV Program Shelter Agencies Regional Location List
Appendix 5	Health & Safety Code 124250 – 124251

A. Purpose, Background and Description of Services**1. Purpose**

The California Department of Health Services (DHS), Maternal, Child and Adolescent Health/Office of Family Planning Branch (MCAH/OFP), is soliciting proposals from firms that are able to provide technical assistance and training (TAT) to all 94 of the MCAH/OFP grant funded domestic violence program (DVP) shelter agencies. Proposals must address all of the work described in Exhibit A entitled, "Scope of Work."

The MCAH/OFP intends to make a single contract award to the most responsive and responsible proposer earning the highest score. This procurement is open to all eligible individual(s) and/or firms that meet the qualification requirements, including commercial businesses, nonprofit organizations, State or public universities (including auxiliary organizations) and other entities.

2. Background

The Battered Women Protection Act of 1994 (BWPA) authorized the MCAH/OFP to administer a grant program for the provision of comprehensive shelter-based services to battered women and their children throughout California, as delineated in California Health and Safety Code, Sections 124250-124251 (Health & Safety Code, §§ 124250-51) (See Appendix 5). The intent of the legislature, as stated in subdivision (h) of Health and Safety Code Section 12450, was to ensure the grant program established under BWPA includes funding of services in underserved communities. As a requirement of funding, DVP shelter agencies must meet criteria, which includes, but is not limited to, providing comprehensive services delineated in the Core Service Standards (See Appendix 3).

Consistent with Health and Safety Code, Sections 124250-51, the 2005 Budget Act appropriated \$1,100,000 to address the specific needs of unserved/underserved (UU) populations identified in the DHS survey of grant funded shelter agencies entitled, *Targeted Activities for Special Populations Served by Domestic Violence Shelters*, dated April 22, 2005 (survey). The UU populations identified in the survey are:

- Mental Health and/or Substance Abuse Issues (MHSA)
- Disabled/Developmentally Disabled (DDD)
- Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ)

The 2005 Budget Act further directed the DHS to expedite a Request for Proposal (RFP) process to allocate these funds. In accordance with the 2005 Budget Act and in support of the MCAH/OFP's mission to protect and improve the health of women and children in California, the objective of this RFP is to achieve strategic development and implementation of culturally specific and competent TAT that enables each shelter agency to improve its capability to provide services to the LGBTQ population.

It is expected that the contractor awarded funding under this RFP have experience and expertise in developing and implementing ongoing program needs assessment, TAT, and evaluation, as well as, identifying and addressing unique issues specific to women and children within the LGBTQ population.

3. Description

Each shelter agency may operate more than one shelter location. For the purposes of this contract, the Contractor shall provide services, delineated in the scope of work for, at a minimum, one DVP shelter location for each of the 94 DVP shelter agencies. The successful proposer of this RFP will work collaboratively within a project team that includes two other population-specific contractors to

meet all deliverables and requirements delineated in Exhibit A, Scope of Work, including, but not limited to:

1. Develop and conduct a needs assessment of, at a minimum, one shelter location for each of the 94 DVP shelter agencies, which includes identification and evaluation of existing agency, client, and community resource assets and barriers impacting provision of services to the LGBTQ population;
2. Conduct analyses of the assessment outcomes, research and apply best practices and community standards, and develop culturally specific and competent TAT in accordance with the Core Service Standards (See Appendix 3);
3. Provide regional training and technical assistance to, at a minimum, one shelter location for each of the 94 DVP shelter agencies located statewide (in coordination with TAT provided by other project team contractors specific to MHSA and DDD populations) to ensure improved cultural sensitivity and access to services by the LGBTQ population, including, but not limited to:
 - Establishing partnerships with agencies that have experience and expertise working with the LGBTQ population to increase access to comprehensive shelter-based domestic violence services;
 - Improving outreach, enhancing the ability of the shelter staff to provide services and referrals appropriate to the LGBTQ population, and;
 - Providing TAT on continuous quality improvement processes, including ongoing self assessment, improvement strategies, and evaluation;
4. Determine the effectiveness of the TAT interventions in improving access and service use for the LGBTQ population by developing and assessing performance outcome measures, including, but not limited to, the number of LGBTQ clients being served, the types and numbers of referrals for related services/providers, the types and number of physical plant/equipment modifications made, and the types and numbers of partnerships/linkages established.

B. Time Schedule

Below is the tentative time schedule for this procurement.

Event	Date	Time (If applicable)
RFP Released	02/17/06	
Questions Due	03/03/06	4:00 p.m.
Voluntary Letter of Intent	03/10/06	4:00 p.m.
Proposal Due Date	03/30/06 <u>04/13/06</u>	4:00 p.m.

Event	Date	Time (If applicable)
Notice of Intent to Award Posted	04/21/06 <u>05/04/06</u>	
Protest Deadline	04/28/06 <u>05/11/06</u>	5:00 p.m.
Contract Award Date	05/01/06 <u>05/12/06</u>	
Proposed Start Date of Agreement	07/01/06	

C. **Contract Term**

The term of the resulting agreement is expected to be 36 months and is anticipated to be effective from 07/01/2006 through 06/30/2009. The agreement term may change if DHS makes an award earlier than expected or if DHS cannot execute the agreement in a timely manner due to unforeseen delays.

The resulting contract will be of no force or effect until it is signed by both parties and approved by the Department of General Services, if required. The Contractor is hereby advised not to commence performance until all approvals have been obtained. Should performance commence before all approvals are obtained, said services may be considered to have been volunteered if all approvals have not been obtained.

D. **Proposer Questions**

Immediately notify DHS if you need clarification about the services sought or have questions about the RFP instructions or requirements. Put your inquiry in writing and transmit it to DHS as instructed below. At its discretion, DHS reserves the right to contact an inquirer to seek clarification of any inquiry received.

Proposers that fail to report a known or suspected problem with the RFP or fail to seek clarification and/or correction of the RFP shall submit a proposal at their own risk.

Following the question submission deadline, DHS will summarize all general questions and issues raised and mail or fax the summary and responses to all persons who requested this RFP.

If an inquiry appears to be unique to a single firm or is marked "Confidential", DHS will mail or fax a response only to the inquirer if DHS concurs with the Proposer's claim that the inquiry is sensitive or proprietary in nature. If DHS does not concur, the inquiry will be answered in the manner described herein and the Proposer will be so notified. Inquiries and/or responses that DHS agrees should be held in confidence shall be held in confidence only until the Notice of Intent to Award is posted.

To the extent practical, inquiries shall remain as submitted. However, DHS may consolidate and/or paraphrase similar or related inquiries.

1. **What to include in an inquiry**

- Your name, name of your firm, mailing address, area code and telephone number, and fax number.
- A description of the subject or issue in question or discrepancy found.
- RFP section, page number or other information useful in identifying the specific problem or issue in question.

- d. Remedy sought, if any.

A proposer that desires clarification about specific RFP requirements and/or whose inquiry relates to sensitive issues or proprietary aspects of a proposal may submit individual inquiries that are marked "Confidential." The Proposer must include with its inquiry an explanation as to why it believes questions marked "Confidential" are sensitive or surround a proprietary issue.

2. Question deadline

Regardless of delivery method, written inquiries must be received no later than **4:00 p.m. on March 3, 2006.**

DHS will accept questions or inquiries about the following issues if such inquiries are received prior to the proposal submission deadline.

- a. DVBE participation requirements and how to complete the DVBE attachments,
- b. The reporting of RFP errors or irregularities.

3. How to submit questions

Submit inquiries using one of the following methods.

U.S. Mail, Hand Delivery or Overnight Express:	Fax: (916) 650-0454
Questions RFP 06-55047 Department of Health Services Maternal, Child and Adolescent Health/Office of Family Planning Branch Laurie Weaver, Chief Office of Family Planning MS 8400 1615 Capitol Avenue, Suite 73.430 P.O. Box 997413 Sacramento, CA 95899-7413	Questions RFP 06-55047 Department of Health Services Maternal, Child and Adolescent Health/Office of Family Planning Branch Laurie Weaver, Chief Office of Family Planning Phone: (916) 650-0429 Fax: (916) 650-0454

Proposers submitting inquiries by fax are responsible for confirming the receipt of all faxed materials by the question deadline.

Call (916) 650-0414 to confirm faxed transmissions.

4. Proposer warning

DHS' internal processing of U.S. mail may add 48 hours or more to the delivery time. If you mail your questions, consider using certified or registered mail and request a receipt upon delivery. If you choose hand delivery, allow sufficient time to locate street metered parking and to sign-in at the security desk.

5. Verbal questions

Verbal inquiries are discouraged. DHS reserves the right not to accept or respond to verbal inquiries. **Spontaneous verbal remarks provided in response to verbal inquiries are unofficial and are not binding on DHS unless later confirmed in writing.**

Direct all verbal requests for DVBE assistance to DHS' DVBE Coordinator at (916) 650-0205 up to the proposal deadline.

E. Voluntary Letter of Intent

1. General information

Prospective proposers are asked to voluntarily indicate either their intention to submit a proposal or to indicate the reason(s) for not submitting a proposal. Failure to submit a Letter of Intent will not affect the acceptance of any proposal. The Letter of Intent is not binding and prospective proposers are not required to submit a proposal merely because a Letter of Intent is submitted. Use the Letter of Intent (Attachment 13) for this purpose.

2. Submitting a Letter of Intent

Regardless of delivery method, the Voluntary Letter of Intent must be received by **4:00 p.m. on March 10, 2006**.

Submit the Letter of Intent using one of the following methods.

U.S. Mail, Hand Delivery or Overnight Express:	Fax: (916) 650-0454
Letter of Intent RFP 06-55047 Department of Health Services Maternal, Child and Adolescent Health/Office of Family Planning Branch MS 8400 Laurie Weaver, Chief Office of Family Planning 1615 Capitol Avenue, Suite 73.430 P.O. Box 997413 Sacramento, CA 95899-7413	Letter of Intent RFP 06-55047 Department of Health Services Maternal, Child and Adolescent Health/Office of Family Planning Branch Laurie Weaver, Chief Office of Family Planning Branch Fax: (916) 650-0454

Proposers transmitting a Letter of Intent by fax are responsible for confirming the receipt of the faxed Letter of Intent by the stated deadline.

Call (916) 650-0414 to confirm faxed transmissions.

3. Proposer warning

DHS' internal processing of U.S. mail may add 48 hours or more to the delivery time. If you mail the Letter of Intent, consider using certified or registered mail and request a receipt upon delivery. If you choose hand delivery, allow sufficient time to locate on street metered parking and to sign-in at the security desk.

F. Scope of Work

See Exhibit A entitled, "Scope of Work" that is included in the Sample Contract Forms and Exhibits section of this RFP. Exhibit A contains a detailed description of the services and work to be performed as a result of this procurement.

G. Qualification Requirements

Failure to meet the following requirements by the proposal submission deadline will be grounds for DHS to deem a proposer nonresponsive. Evaluators may choose not to thoroughly review or score proposals that fail to meet these requirements. In submitting a proposal, each proposer must certify and prove that it possesses the following qualification requirements.

1. At least three consecutive years of experience of the type(s) listed below. All experience must have occurred within the past five years. It is possible to attain the experience types listed below during the same time period. Proposers must have experience:
 - a. Developing and implementing needs assessment processes and instruments that will identify both existing and needed shelter and community resources necessary to serve and assist the LGBTQ clients at agency and community levels.
 - b. Developing and implementing marketing plans.
 - c. Developing and delivering on-site technical assistance to non-profit agencies on improving capacity to access and serve the LGBTQ population. Technical assistance includes, but is not limited to, phone and on site consultation, individual specialized training and workshops, materials and job aides, identifying and facilitating linkages to resources and service providers, identifying deficiencies and developing corrective actions, establishing baseline and performance outcome measurements, and providing expertise with planning, developing, and implementing strategies to increase access of LGBTQ clients receiving domestic violence services.
 - d. Developing and implementing statewide regional trainings for approximately 20 - 40 individuals per training session, as delineated in Attachment A, Scope of Work.
 - e. Developing and distributing training materials.
 - f. Developing computer generated reports, summaries, and data analysis electronically using word processing, spreadsheet and database software; and generating presentations using PowerPoint or other similar graphic display software.
 - g. Developing evaluation tools and implementing evaluation methodologies and activities such as process, performance outcome measurement and continuous program improvement for agencies and local community organizations. This requirement may be met through a subcontractor.
 - h. Analyzing evaluation data, summarizing results, and providing recommendations through periodic reports and a final comprehensive report to program management. This requirement may be met through a subcontractor.
 - i. Establishing and maintaining effective working relationships with government entities, local community based organizations, and private nonprofit organizations.
2. Proposers must certify they have read and are willing to comply with all proposed terms and conditions addressed in the RFP section entitled, "Contract Terms and Conditions", including the terms appearing in the referenced contract exhibits.
3. Corporations must certify they are in good standing and qualified to conduct business in California.
4. Non-profit organizations must certify they are eligible to claim nonprofit status.

5. Proposers must have a past record of sound business integrity and a history of being responsive to past contractual obligations.
6. Proposers must certify they are financially stable and solvent and have adequate cash reserves to meet all financial obligations while awaiting reimbursement from the State.
7. Proposers must certify their proposal response is not in violation of Public Contract Code (PCC) Section 10365.5 and, if applicable, must identify previous consultant services contracts that are related in any manner to the services, goods, or supplies being acquired in this solicitation. Detailed requirements are outlined in **Attachment 8**.

PCC Section 10365.5 generally prohibits a person, firm, or subsidiary thereof that has been awarded a consulting services contract from submitting a bid for and/or being awarded an agreement for, the provision of services, procurement of goods or supplies, or any other related action that is required, suggested, or otherwise deemed appropriate in the end product of a consulting services contract.

PCC Section 10365.5 does not apply to any person, firm, or subsidiary thereof that is awarded a subcontract of a consulting services agreement that totals no more than 10 percent of the total monetary value of the consulting services agreement. Consultants and employees of a firm that provides consulting advice under an original consulting contract are not prohibited from providing services as employees of another firm on a follow-on contract, unless the persons are named contracting parties or named parties in a subcontract of the original contract.

PCC Section 10365.5 does not distinguish between intentional, negligent, and/or inadvertent violations. A violation could result in disqualification from bidding, a void contract, and/or imposition of criminal penalties.

8. Proposers must either achieve actual Disabled Veteran Business Enterprise (DVBE) participation **or** make an adequate Good Faith Effort (GFE) to meet the DVBE participation requirements. Detailed requirements are outlined in **Attachment 9** (DVBE Instructions/Forms). This requirement applies if you offer a total cost or price that is \$10,000 or more.
9. Proposers must agree to contain their indirect costs at a percentage rate not to exceed 15% of personnel costs, excluding benefits.

H. Proposal Format and Content Requirements

1. General Instructions

- a. Each firm or individual may submit only one proposal.

For the purposes of this paragraph, "firm" includes a parent corporation of a firm and any other subsidiary of that parent corporation. If a firm or individual submits more than one proposal, DHS will reject all proposals submitted by that firm or individual.

A firm or individual proposing to act as a prime contractor may be named as a subcontractor in another proposer's proposal. Similarly, more than one proposer may use the same subcontractors and/or independent consultants.

- b. Develop proposals by following all RFP instructions and/or clarifications issued by DHS in the form of question and answer notices, clarification notices, Administrative Bulletins or RFP addenda.
- c. Before submitting your proposal, seek timely written clarification of any requirements or instructions that you believe to be vague, unclear or that you do not fully understand.

- d. In preparing your proposal response, all narrative portions should be straightforward, detailed and precise. DHS will determine the responsiveness of a proposal by its quality, not its volume, packaging or colored displays.
- e. Arrange for the timely delivery of your proposal package(s) to the address specified in this RFP. Do not wait until shortly before the deadline to submit your proposal.

2. Format requirements

- a. Submit one (1) original proposal and five (5) copies or sets.
 - 1) Write “**Original**” on the original proposal set.
 - 2) Each proposal set must be complete with a copy of all required attachments and documentation.
- b. Format the narrative portions of the proposal as follows:
 - 1) Use one-inch margins at the top, bottom, and both sides.
 - 2) Use a font size of not less than 11 points.
 - 3) Print pages single-sided on white bond paper.
 - 4) Sequentially paginate the pages in each section. It is not necessary to paginate items in the Forms Section or Appendix Section.
- c. Bind each proposal set in a way that enables easy page removal. Loose leaf or three-ring binders are acceptable.
- d. All RFP attachments that require a signature must be signed in ink, preferably in a color other than black.
 - 1) Have a person who is authorized to bind the proposing firm sign each RFP attachment that requires a signature. Signature stamps are not acceptable.
 - 2) Place the originally signed attachments in the proposal set marked “Original.”
 - 3) The RFP attachments and other documentation placed in the extra proposal sets may reflect photocopied signatures.
- e. Do not mark any portion of your proposal response, any RFP attachment or other item of required documentation as “Confidential” or “Proprietary.” DHS will disregard any language purporting to render all or portions of a proposal confidential.

3. Content requirements

This section specifies the order and content of each proposal. Assemble the materials in each proposal set in the following order:

a. Proposal Cover Page

A person authorized to bind the Proposer must sign the Proposal Cover Page (**Attachment 1**). If the proposer is a corporation, a person authorized by the Board of Directors to sign on behalf of the Board must sign the Proposal Cover Page.

b. Table of Contents

Properly identify each section and the contents therein. Paginate all items in each section with the exception of those items placed in the Forms Section and Appendix Section.

c. Executive Summary Section

This section must not exceed three (3) pages in length. Evaluators may not review or evaluate excess pages.

In preparing your Executive Summary, do not simply restate or paraphrase information in this RFP. Describe or demonstrate, in your own words, the following information.

- 1) Your understanding of DHS' needs and the importance of this project.
- 2) The tangible results that you expect to achieve.
- 3) Your firm's sincere commitment to perform the scope of work in an efficient and timely manner.
- 4) How you will effectively integrate this project into your firm's current obligations and existing workload.
- 5) Why your firm should be chosen to undertake this work at this time.
- 6) The original and innovative ideas/concepts that will be utilized to achieve the goals of this RFP.

d. Agency Capability Section

- 1) Include a brief history of your firm, including:
 - a) Date of establishment. If applicable, explain any changes in your business history or organizational structure that will assist DHS in determining your qualifications.
 - b) A description of your firm's goals that are relevant, closely related, or will complement this project.
- 2) Describe the experience that qualifies your firm to undertake this project. At a minimum, demonstrate your firm's possession of three consecutive years of experience of the types listed in this section. All experience must have occurred within the past five years. It is possible to attain the experience types listed below during the same time period. Proposers must have experience:
 - a) Developing and implementing needs assessment processes and instruments that will identify both existing and needed shelter and community resources necessary to serve and assist the LGBTQ clients at agency and community levels.
 - b) Developing and implementing marketing plans.
 - c) Developing and delivering on-site technical assistance to non-profit agencies on improving capacity to access and serve the LGBTQ population. Technical assistance includes, but is not limited to, phone and on site consultation, individual specialized training and workshops, materials and job aides, identifying and facilitating linkages to resources and service providers, identifying deficiencies and developing corrective actions, establishing baseline and performance outcome measurements, and providing

expertise with planning, developing, and implementing strategies to increase access of LGBTQ clients receiving domestic violence services.

- d) Developing and implementing statewide regional trainings for approximately 20 - 40 individuals per training session, as delineated in Attachment A, Scope of Work.
 - e) Developing and distributing training materials.
 - f) Developing computer generated reports, summaries, and data analysis electronically using word processing, spreadsheet and database software; and generating presentations using PowerPoint or other similar graphic display software.
 - g) Developing evaluation tools and implementing evaluation methodologies and activities such as performance outcome measurement and continuous program improvement for agencies and local community organizations. This requirement may be met through a subcontractor.
 - h) Analyzing evaluation data, summarizing results, and providing recommendations through a final comprehensive report to program management. This requirement may be met through a subcontractor.
 - i) Establishing and maintaining effective working relationships with government entities, local community based organizations, and private nonprofit organizations.
- 3) Briefly, describe the accounts or work projects begun and/or completed in the past three years that involved services similar in nature or closely related to the scope of work in this RFP. For each account or project listed, include the following information:
- a) Name of agency or firm for whom services were performed,
 - b) Duration or length of the project,
 - c) Total cost or value of the project,
 - d) Indicate if the account or project is "active/open" or "closed/settled."
 - e) Describe briefly the type and nature of the services you performed.
- 4) Identify three client references that your firm has serviced in the past five years that can confirm their satisfaction with your services and confirm if your firm provided timely and effective services or deliverables. Use the Client References (**Attachment 4**) for this purpose. **Place the completed Client References form in the Forms section of your proposal.**

e. Work Plan Section

1) Overview

- a) DHS is interested in proposals that provide well-organized, comprehensive and technically sound business solutions. Vague explanations will undermine your firm's credibility and will result in reduced proposal scores.
- b) The Work Plan must include an in-depth discussion and description of the methods, approaches and step-by-step actions that will be carried out to fulfill all scope of work requirements.
- c) If the nature of a task or function hinders specific delineation of in-depth methods and procedures (e.g., a task is dependent upon a future action or multiple approaches may be used), explain the probable methods, approaches or procedures that you will use to accomplish the task or function. Also, describe, in this instance, how you will propose

the ultimate strategies and detailed plans to DHS for full consideration and approval before you proceed to carry out the project.

2) Rejection of tasks, activities or functions

- a) If full funding does not become available, is reduced, or DHS determines that it does not need all of the services described in this RFP; DHS reserves the right to offer an amended contract for reduced services.

3) Work Plan content

Complete Work Plan (**Attachment 10**).

- a) Briefly, explain or describe the overall approach and/or methods that you will use to accomplish the scope of work.
- b) Explain why you chose the particular approaches and methods that are proposed (e.g., proven success or past effectiveness, etc.).
- c) If applicable, explain what is unique, creative, or innovative about your proposed approaches and/or methods.
- d) If you envision any major complications or delays at any stage of performance, describe those complications or delays and include a proposed strategy for overcoming those issues. Likewise, indicate if you do not anticipate any major complications or delays.
- e) If, for any reason, the Work Plan does not wholly address each scope of work requirement, fully explain each omission. Likewise, indicate if your Work Plan contains no omissions.
- f) Indicate the assumptions you made in developing the Work Plan in response to DHS' scope of work. For each assumption listed, explain the reasoning or rationale that led you to that assumption. Likewise, indicate if no assumptions were made.
- g) If applicable, identify any additional Contractor and/or State responsibilities that you included in your Work Plan that you believe are necessary to ensure successful performance, but you believe were omitted from DHS' scope of work. Likewise, indicate if no additional Contractor and/or State responsibilities, outside of those identified in DHS' scope of work were included in your Work Plan.
- h) Identify the specific tasks/activities and functions that you will perform in the order you believe they will occur. Include the following in-depth information for each task/activity or function in the work plan:
 - i. Indicate who will have primary responsibility for performing each major task/activity or function. If known, identify the name and position title of all key personnel, subcontractors and/or consultants that will perform the work.

If the responsible party is unknown or not yet identified, identify a staff position title or project name/title and indicate "TBD" which is the abbreviation for "to be determined."
 - ii. Include a performance time line for each major task/activity or function. Indicate the approximate beginning and ending month and year. If a task/activity or function will only occur in one fiscal period or year, indicate the beginning and ending month and year.

If desirable, in addition to start and end dates, you may use other terms such as start-up, on-going, continuous, take-over, turn-over, etc. to describe the performance time line. In doing so, you must define the meaning of each unique term that you use.

- iii. Explain/describe how you intend to measure or prove successful completion of each major task, function or activity.

If applicable, identify the key events or outcomes that will signify completion or identify tangible items (deliverables) that will result at the conclusion of the various tasks/activities or functions.

- i) Demonstrate how you intend to measure and/or prove the completion of the assessment of the 94 DVP shelter agencies discussed in the scope of work.
- j) Demonstrate how you intend to measure and/or prove the completion of the TAT to the 94 DVP shelter agencies discussed in the scope of work. Include an identification of key events/outcomes or deliverables.

f. Management Plan Section

- 1) Describe how you will effectively coordinate, manage and monitor the efforts of the assigned staff, including subcontractors and/or consultants, if any, to ensure that all tasks, activities and functions are completed effectively and in a timely manner.
- 2) Describe the fiscal accounting processes and budgetary controls you will use to ensure the responsible use and management of contract funds and accurate invoicing. Include at a minimum, a brief description of all of the following:
 - a) How the costs incurred under this project will be appropriately accounted for and only applicable project expenses will be billed to DHS (e.g., use of unique account/project codes, etc.).
 - b) Your fiscal reporting and monitoring capabilities (e.g., spread sheets, automated fiscal reports, quality controls, checks and balances, etc.) to ensure contract funds are managed responsibly.
 - c) Proposed billing or invoicing frequency (not more frequently than once per month). Electronic billing is not possible.
 - d) Identify the documentation that you will maintain on file or submit to DHS upon request to prove, support and/or substantiate the expenses that are invoiced to DHS.
- 3) Include an organization chart. Instructions are explained in the Appendix section. **Place the organization chart in the Appendix section of your proposal.**
- 4) Include financial statements. Instructions are explained in the Appendix section. **Place the financial statement in the Appendix section of your proposal.**

g. Project Personnel Section

- 1) In this section, describe your proposed staffing plan. In the staffing plan, include at a minimum:
 - a) Position titles for all proposed employees (persons on your payroll).

- b) Number of personnel in each position.
- c) By position, indicate the full time equivalent (FTE) or percentage of staff time devoted to this project (e.g., full time = 1.0, 1/2 time = .50, 3/4 time = .75, 1/4 time = .25, projected number of hours, if hourly, etc.).
- d) Monthly salary rate or wage range for each position title. It is the Proposer's responsibility to project annual merit increases and/or cost of living increases into each wage rate.

Note: Salary rates paid to contract staff should not exceed the rates paid to State personnel holding comparable classifications or performing duties with a comparable level of responsibility. In light of the State's fiscal uncertainties, DHS reserves the right to negotiate a lower cost of living percentage increase/amount or withhold approval of any projected cost of living increase in any contract budget year if the Proposer's projected increase exceeds the cost of living adjustment granted to civil service employees during the same fiscal period.

- e) Include a job description or duty statement for each position title or classification that will perform work under this project. The job descriptions must indicate the typical tasks and responsibilities that you will assign to the position and may include desired or required education and experience. **Place all job descriptions or duty statements at the end of the Project Personnel section.**
 - f) Identify by name and/or position title, each key staff person that will have primary responsibility for managing, directing, overseeing and/or coordinating the work of assigned staff, subcontractors and/or independent consultants and who will maintain effective communications with DHS (i.e., Project or Program Manager, Project or Program Director, Contract Manager, etc.).
 - i. Briefly, describe each person's expertise, capabilities and credentials.
 - ii. Emphasize any relevant past experience in directing, overseeing, coordinating or managing other government projects.
 - g) Include a resume for each key staff person (professional, managerial or supervisory) that will exercise a major administrative, policy, or consulting role in carrying out the project work. **Place staff resumes in the Appendix section.** To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.
- 2) Briefly, describe the administrative policies or procedures you will use to ensure that you will recruit and select well-qualified, competent, and experienced in-house staff, subcontractors and/or independent consultants.
- a) If employee recruitment/selection policies or procedures are present in an operations manual, you may cite excerpts from such manuals. Do not simply indicate that such policies exist and do not attach copies of any policies or manuals to your proposal. If deemed necessary, DHS may request copies of your existing manuals or policies.
- 3) Briefly, describe the processes or procedures that you will use to ensure that vacancies are filled expeditiously and that services are continued despite the presence of vacancies.
- 4) If subcontractors (including independent consultants) will be used to perform contract services, proposers must do the following at the time of proposal submission:

- a) Indicate if you have pre-identified any firms/persons to perform the work or if you will recruit them later.
 - i. For each pre-identified subcontractor and independent consultant include:
 - A. Full legal name.
 - B. A job description or duty statement outlining the duties and functional responsibilities that you intend to assign to the subcontracted firm or independent consultant.
 - C. A brief explanation as to why you chose the subcontracted firm or independent consultant. Stress things such as applicable skills, knowledge, capabilities, past experience or accomplishments, availability, reasonableness of rates, notoriety in a field or specialty, etc.
 - D. A resume for each pre-identified subcontractor and independent consultant. **Place all subcontractor and/or consultant resumes in the Appendix section.** To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, marital status, sex, birth date, age, etc.
 - E. A letter of agreement, signed by an official representative of each subcontracted firm or independent consultant. **Place all subcontractor and/or consultant letters of agreement in the Appendix section.**

Specific subcontractor and/or independent consultant relationships proposed in response to this RFP (i.e., identification of pre-identified subcontractors and independent consultants) shall not be changed during the procurement process or prior to contract execution. The pre-identification of a subcontractor or independent consultant does not affect DHS' right to approve personnel or staffing selections or changes made after the contract award.
 - ii. For subcontractors and/or independent consultants that cannot be identified when the proposal is submitted to DHS or are to be determined (TBD) after the contract is executed, include:
 - A. An identification of the functions, activities and responsibilities that you intend to assign to each subcontractor and/or independent consultant.
 - B. A description of the process that you will use to obtain DHS approval of each subcontractor and/or independent consultant selection along with approval of their budgeted costs and assigned responsibilities.

h. Facilities and Resources Section

Describe the following as it relates to your capacity to perform the scope of work:

- 1) Current office facilities at your disposal including number of offices owned or leased, square footage, number of staff housed and physical location or address.
- 2) Current support services and office equipment capabilities immediately available and/or accessible for use in carrying out the proposed scope of work. Include such things as, but not limited to:
 - a) A description of the range and/or type of support services available and number of staff.

At a minimum, Proposers shall have or make arrangements to acquire one FTE position at 100% of time who will be responsible for acting as a liaison between the contractor, the project team, and MCAH/OFP DV staff. This position will be responsible for ensuring deliverables are completed and submitted as required, as well as, performance of other duties that are necessary to ensure adequate execution of the scope of work.

- b) Messenger, delivery, shipping, distribution, or transport capabilities.

At a minimum, Proposers shall have or make arrangements to acquire and send out materials in a timely manner to the DVP shelter agencies, and when requested, to the MCAH/OFP DV Program staff to ensure adequate execution of the scope of work.

- c) Teleconferencing or telecommunications capabilities.

At a minimum, Proposers shall have or make arrangements to acquire technology and equipment to facilitate and participate in meetings between DVP shelter agencies, community contacts, sub-contractors, the project team, and/or MCAH/OFP DV Program staff to ensure adequate performance of the scope of work.

- d) Printing/reproduction or photocopying capabilities.

At a minimum, Proposers shall have or make arrangements to acquire the printing/reproduction or photocopying capabilities to prepare handouts, brochures, and other materials for up to 20 - 40 training participants at one time. Proposers shall also have the printing/reproduction or photocopying capabilities to maintain adequate copies of the MCAH/OFP approved needs assessment instruments, and/or other MCAH/OFP approved documents referred to in the scope of work and necessary to ensure adequate performance of the scope of work.

- e) Computer hardware and system capabilities (i.e., number, type, size, age, capacity and speed of personal computers or work stations and servers; Local Area Network capabilities, Wide Area Network capabilities; data transfer capabilities (disk or tape), data storage capacity, video/graphics capabilities, etc.). See Appendix 1 for minimum hardware requirements.

At a minimum, Proposers shall have or make arrangements to acquire capabilities to maintain email correspondence between contractor, project team members, and DVP shelter agencies at all times during the contract term to ensure adequate performance of the scope of work.

- f) Software applications in use (word processing applications, spread sheet applications, data base applications, graphics development applications, Web page design applications, unique or other specialized software applications, etc.). See Appendix 1 for minimum software requirements.

- g) Other support functions or capabilities that can be accessed and/or utilized.

- 3) Identify any facilities, support services or equipment that you must purchase, rent or lease on a long or short-term basis to perform the services described in this RFP.

i. Cost Section

1) Basic content

The Cost section will consist of the following documents:

- a) Cost Proposal Form (**Attachment 11**).
- b) Budget Detail Work Sheet(s) (**Attachment 12a, 12c, and 12e**) for each fiscal year or budget period.
- c) Subcontractor Budgets (**Attachment 12b, 12d, and 12f**) for each fiscal year or budget period.
- d) Required cost justification and documentation described later in this section.

2) General instructions

- a) All cost forms (Cost Proposal form and Budget Detail Work Sheets and Subcontractor Budgets) must be typewritten or completed in ink. Errors, if any, should be crossed out and corrections should be printed in ink or typewritten adjacent to the error. The person who signs the Cost Proposal should initial all corrections preferably in blue ink.
- b) On the Cost Proposal form, indicate the annual cost for each budget period and include a total cost.
- c) When completing the cost forms, include all estimated costs to perform the services for the entire term, including applicable annual rate adjustments attributable to merit increases, profit margins, and inflation or cost of living adjustments.

3) Required Budget Detail Work Sheets

- a) Include with the Cost Proposal Form (**Attachment 11**), a Budget Detail Work Sheet (**Attachment 12a, 12c, and 12e**) and Subcontractor Budgets (**Attachment 12b, 12d, and 12f**) for each state fiscal year or budget period.
- b) On each Budget Detail Work Sheet, provide specific cost breakdowns for the budget line items identified in this section.
- c) All unit rates/costs, if any (i.e., square footage, salary rates/ranges, hourly rates, etc.), must be multiplied out and totaled for each budget period.
- d) Please report costs using whole dollars only. Round fractional dollar amounts or cents to the nearest whole dollar amount.
- e) When completing the Budget Detail Work Sheet(s) and Subcontractor Budgets, use only the format provided in the attachment. This attachment will be accessible electronically by 03/30/06 on the MCAH/OFP website www.mch.dhs.ca.gov. Use as many pages as are necessary to display your detailed budgeted costs. The Budget Detail Work Sheet attachments included in this RFP are not intended to dictate the specific costs you are to report, but are intended to show you the required format for reporting your proposed budget detail.
- f) Identify your projected detailed expenses for each line item identified below by following the instructions herein.

i. Personnel costs

- A. Identify each funded position title or classification.
- B. Indicate the number of personnel in each position/classification.
- C. Indicate the full time equivalent (FTE) or annual percentage of time/effort for each position (i.e., full time = 1.0, 1/2 time = .50, 3/4 time = .75, 1/4 time = .25, number of hours, if hourly, etc.).
- D. Identify the monthly salary rate or range for each position/classification. Include paid leave benefits such as sick leave, vacation, annual leave, holiday pay, etc. in the salary rates or ranges.
- E. Project an annual total for each position/classification.
- F. If applicable, enter \$0 if no personnel costs will be incurred.
- G. Enter the grand total for salary/wage expenses.

ii. Fringe Benefits

Include fringe benefit expenses including, but not limited to, costs for worker's compensation insurance; unemployment insurance, health, dental, vision and/or life insurance; disability insurance; pension plan/retirement benefits; etc.

- A. Display fringe benefit costs as a percentage rate of the total personnel costs.
- B. If applicable, enter \$0 if no fringe benefit costs will be incurred.

iii. Operating Expenses (also referred to as General expenses)

Identify all direct project costs. Direct project costs may include but are not limited to the following expense items:

- A. Facility rental (i.e., office space, storage facilities, etc.). Include the amount of square footage and the rate per square foot.
- B. Consumable office supplies.
- C. Minor equipment purchases (i.e., items with a unit cost of less than \$5,000 and a useful life of one year or more).
- D. Telecommunications (i.e., telephone or cellular telephones, fax, Internet service provider fees, etc.).
- E. Reproduction/printing/duplication.
- F. Postage or messenger/delivery service costs.
- G. Equipment/furniture rental/lease and maintenance.
- H. Software (including license fees, upgrade/maintenance fees, etc.).
- I. If applicable, enter \$0 if no operating expenses will be incurred.

iv. Equipment Expenses

- A. DHS will not reimburse major equipment purchases under the resulting contract.
- B. DHS primarily classifies equipment as Major Equipment, Minor Equipment and Miscellaneous Property. Major Equipment is defined as a tangible or intangible item with a base unit cost of \$5,000 or more and a life expectancy of one year or more that is purchased or reimbursed with agreement funds. Major equipment is budgeted in this expense line item. Minor Equipment is defined as a tangible item with a base unit cost of less than \$5,000 and a life expectancy of one year or more and is on DHS' Minor Equipment List and that is purchased or reimbursed with agreement funds. Minor equipment is budgeted as an operating expense. The Contractor is expected to supply any major equipment (as defined above) necessary to perform the requirements of the contract at no cost to the State. Purchase of minor equipment or miscellaneous property with a base unit

cost over \$500.00 will be allowed with prior review and approval by MCAH and based on Contractor's need and justification provided.

- C. List each major equipment item you intend to purchase. Include the number of units and anticipated unit cost. Extend each unit cost to display applicable subtotals and show a total equipment cost.
- D. Contractors may use their own purchasing system to obtain major equipment up to an annual limit of \$50,000. DHS must arrange all equipment purchases above this limit. Unlimited purchase delegations exist for California State colleges, public universities, and other governmental entities.
- E. If applicable, enter \$0 if no major equipment expenses will be incurred.

v. Subcontract Expenses

- A. Specify a total cost for all subcontracted services (including those performed by independent consultants). Subcontractors include any persons/firms performing contract services that are not on the Contractor's payroll.
- B. If you intend to use subcontractors (including independent consultants), provide the information below depending on whether subcontractors are known/pre-identified or have yet to be determined.
 - 1. For **known/pre-identified** subcontractors or independent consultants, identify each subcontractor/consultant by name and include a separate expense breakdown for each of the subcontractor's costs for personnel expenses including fringe benefits, operating or general expenses, travel, subcontracts and indirect costs. **Use Attachments 12b, 12d, 12f if more than two subcontracts are anticipated.**
 - 2. For **unknown/unidentified** subcontractors or independent consultant, list a title for each subcontracted activity/function and indicate a total projected cost for each activity/function to be out sourced.
- C. If applicable, enter \$0 if no subcontract expenses will be incurred.

vi. Travel Expenses

- A. Indicate the total cost for travel and per diem. Include costs for expenses such as airfare, mileage reimbursement, parking, toll bridge fees, taxicab fares, overnight lodging and meal expenses, etc.
- B. If applicable, enter \$0 if no travel expenses will be incurred.

vii. Other Costs

- A. Indicate here those direct project expenses that do not clearly fit into the other budget line items. Such costs may include, but are not limited to training/conference registration fees, publication production costs, costs for educational material development or other items unique to performance.
- B. Itemize each expense item and its cost.
- C. If any service, product or deliverable will be provided on a fixed price or lump sum basis, name the items and/or deliverable and indicate "fixed price" or "lump sum" next to the item along with the price or fee.
- D. If applicable, enter \$0.

viii. Indirect Costs

- A. Express your indirect costs as a percentage rate.

Proposers must contain indirect costs at a rate no greater than 15% of total personnel costs excluding benefits. DHS will deem a proposal non-responsive if a proposer offers an indirect cost rate that exceeds this limit.

- B. If applicable, enter \$0.

ix. Total Costs

Enter a total annual cost for the stated fiscal year or budget period. Make sure all itemized costs equal this figure when added together.

4) Required cost justification/documentation

In the Cost section of your proposal, you are to supply the following facts and information to explain the reasonableness and/or necessity of your proposed budgeted costs.

Include the following narrative information to explain the reasonableness and/or necessity of the proposed budgeted costs appearing on the Budget Detail Work Sheets.

- a) Discuss how the number of project-funded staff, their proposed duties and time commitments are sufficient to achieve the proposed services and activities.
- b) Include wage and/or salary justifications, including but not limited to:
 - i. How salary rates or ranges were determined.
 - ii. Explain any cost of living, merit or other salary adjustments that are included in the personnel line item. Explain how the amount of each adjustment was determined and explain the frequency or interval at which the adjustment is to be granted. **This only applies if you included merit increases, cost of living, or other salary adjustments in the personnel expense line item.**

In light of the State's fiscal uncertainties, DHS reserves the right to negotiate a lower cost of living percentage increase/amount or withhold approval of any projected cost of living increase in any contract budget year if the Proposer's projected increase exceeds the cost of living adjustment granted to civil service employees during the same fiscal period.

- c) Fringe benefit explanation. **This requirement only applies if fringe benefit expenses are budgeted.**
 - i. Identify and/or explain the expenses that make up fringe benefit costs. Typical fringe benefit costs can include worker's compensation insurance; unemployment insurance, health, dental, vision and/or life insurance; pension plan/retirement benefits; etc.
 - ii. If applicable, identify any positions that do not earn fringe benefits and/or that receive different benefit levels.
- d) Major equipment costs and explanation of purchasing system. Major equipment purchases are not allowed under this agreement. The Contractor is expected to supply

any major equipment necessary to perform the requirements of the contract at no cost to the State.

- i. For each major equipment item listed in an annual Budget Detail Work Sheet, explain why the equipment item is needed and how it will be used to carry out the work. If applicable, explain why a lease is not preferable to a purchase.
 - ii. Describe briefly, your firm's purchasing system including how you will ensure that prices are competitive and how you will insure that purchases are carried out responsibly.
- e) Subcontractor/independent consultant use and fees/rates and costs. **This requirement only applies if subcontractor (including independent consultant) costs are budgeted.**
 - i. Discuss the necessity of using each subcontractor and/or independent consultant. Explain what contributions their services and expertise will add to this project.
 - ii. Provide a justification for the fees/wages budgeted for **known/pre-identified** subcontractors (including independent consultants). Include information, such as, but not limited to, the subcontractor's or consultant's current pay rate, past wage/salary/fee history, standard industry rates paid for comparable/similar services. If applicable, explain other factors you used to determine the proposed pay levels such as notoriety in a specific field, possession of expert credentials, etc. that explain the reasonableness of the proposed costs/fees or wage rates.
 - iii. For **unknown/unidentified** subcontractors (including consultants), explain how you determined the amount to budget for each proposed subcontracted activity or function.
- f) Travel expense justification/explanation. **This requirement only applies if travel expenses are budgeted.**
 - i. If you propose travel expenses equal to \$50,000 or more in any budget period, itemize all major travel and per diem expenses. At a minimum, include an estimated number of trips, to and from destinations, length of travel per trip (i.e., number of days and nights), number of travelers and mode of transportation.
 - ii. **Note:** Travel reimbursement generally may not exceed the current rates paid to nonrepresented State employees.

Expenses exceeding current State rates must be explained and justified and are subject to prior DHS approval. Request a copy of the State employee travel reimbursement rates if DHS failed to attach the rates to the RFP (e.g., the Travel Reimbursement Information exhibit).

State employees receive discounted lodging rates in many areas. In justifying per diem costs, indicate if you do not have access to discounted rates.
 - iii. If travel expenses are less than \$50,000 in any budget period, briefly explain how you estimated your proposed travel costs.
- g) Other costs explanation. **This requirement only applies if "Other costs" are budgeted.**
 - i. Itemize each expense item making up the "Other Costs" line item.

- ii. Explain why each expense item is necessary. Also, explain how you determined the amount of each expense.
- iii. If you offered any services or deliverables on a fixed price or lump sum or fixed-price basis, explain how you determined the price or cost.
- h) Indirect cost rate explanation. **This requirement only applies if indirect costs are budgeted and the allowable reimbursement rate was not pre-set by DHS.**

Explain briefly, how you determined your indirect cost rate (i.e., how the percentage was set and what administrative costs were considered in setting the rate).

- i) Include, at your option, any other information that will assist DHS to understand how you determined your costs and why you believe your costs are reasonable, justified and/or competitive. Unless discussed elsewhere within this section, explain any unusually high cost elements appearing in any budget line item.

j. Appendix section

Place the following documentation in the Appendix section of your proposal in the order shown below.

1) **Proof of Corporate status**

If the Proposer is a Corporation, submit a copy of your firm's most current Certificate of Status issued by State of California, Office of the Secretary of State or submit a downloaded copy of your firm's on-line status information from the California Business Portal website of California's Office of the Secretary of State. Submit an explanation if you cannot submit this documentation. Unless otherwise specified, do not submit copies of your firm's Bylaws or Articles of Incorporation.

2) **Proof of Nonprofit status**

Nonprofit organizations must prove they are legally eligible to claim "nonprofit" and/or tax-exempt status by submitting a copy of an IRS determination letter indicating nonprofit or 501 (3) (c) tax-exempt status. Submit an explanation if you cannot supply this documentation.

3) **An organization chart**

The organizational chart must show the lines of authority and reporting relationships within your organization including the relationship between management and subcontractors and/or independent consultants, if any.

4) **Financial statements**

Submit copies of financial statements for the past two years or most recent twenty-four (24) month period.

- a) Annual income statement(s), and
- b) Quarterly **or** annual balance sheets

Audited statements are preferred, but not required. If you supply audited financial statements, all noted audit exceptions must be explained. DHS will accept financial statements prepared by your financial accounting department, accounting firm or an auditing

firm. A statement signed by your Chief Financial Officer certifying that the financial statements are accurate and complete must accompany all financial statements.

5) Staff resumes

Resume specifications appear in the Project Personnel section. To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc.

6) Subcontractor/Consultant resumes

Submit a resume for each pre-identified subcontractor or independent consultant, if any, as discussed in the Project Personnel section. To the extent possible, resumes should not include personal information such as a social security number, home address, home telephone number, home email address, marital status, sex, birth date, age, etc.

7) Subcontractor/Consultant letters of agreement

For each pre-identified subcontractor and independent consultant that will be used to perform services under the resulting contract, submit a letter of agreement to work on this project.

A letter of agreement must be signed by an official representative of each subcontracted firm or independent consultant, indicating his or her acknowledgement of being named as a subcontractor or consultant, their availability to work on this project and acknowledgement that they have read or been made aware of the proposed contract terms, conditions and exhibits. Include an explanation if you cannot obtain a letter of agreement from each pre-identified subcontractor and consultant and indicate when a letter of agreement will be forthcoming.

k. Forms section

Complete, sign and include the forms/attachments listed below. When completing the attachments, follow the instructions in this section and any instructions appearing on the attachment. After completing and signing the applicable attachments, assemble them in the order shown below.

Attachment and/or Documentation	Instructions
2 - Required Attachment / Certification Checklist	<p>1) Check each item with "Yes" or "N/A", as applicable, and sign the form. If necessary, explain your responses.</p> <p>2) If a proposer marks "Yes" or "N/A" and makes any notation on the checklist and/or attaches an explanation to the checklist to clarify their choice, DHS considers this a "qualified response." Any "qualified response", determined by DHS to be unsatisfactory or insufficient to meet a requirement, may cause a proposal to be deemed nonresponsive.</p>
3 - Business Information Sheet	Completion of the form is self-explanatory.

Attachment and/or Documentation	Instructions
4 - Client References	Identify three (3) clients you have serviced within the past five years that can confirm their satisfaction with your services and confirm if your firm provided timely and effective services or deliverables. If possible, identify clients whose needs were similar in scope and nature to the services sought in this RFP. List the most recent first.
5 - RFP Clause Certification	Complete and sign this form indicating your willingness and ability to comply with the contract certification clauses appearing in the RFP section entitled, "Bid Requirements and Information," subsection "Bidding Certification Clauses."
6 – CCC 1005 - Certification	Complete and sign this form indicating your willingness and ability to comply with the Contractor Certification Clauses appearing in this Attachment. The attachment supplied in this solicitation represents only a portion of the contractor information in this document. Visit this web site to view the entire document: http://www.ols.dgs.ca.gov/Standard+Language/default.htm .
7 - Payee Data Record	Complete and return this form, <u>only</u> if you have not previously entered into a contract with DHS. If uncertain, complete and return the form.
8 – Follow-on Consultant Contract Disclosure	Complete and sign this form. If applicable, attach to this form the appropriate disclosure information.
9a - Actual DVBE Participation and applicable DVBE certification(s) and/or 9b - Good Faith Effort with required documentation	Read and carefully follow the completion instructions in Attachment 9. Attach the documentation that is required for the form(s) you choose to submit. One and/or both of these two forms may be required. Submission of these forms only applies to contract awards that equal \$10,000 or more for the entire contract term.

I. Proposal Submission

1. General Instructions

- a. Assemble an original and five (5) copies of your proposal together. Place the proposal set marked "Original" on top, followed by the five (5) extra copies.
- b. Place all proposal copies in a single envelope or package, if possible. Seal the envelope or package.

If you submit more than one envelope or package, carefully label each one as instructed below and mark on the outside of each envelope or package "1 of X", "2 of X", etc.

- c. Mail or arrange for hand delivery of your proposal to the Department of Health Services, Contract Management Unit (CMU). Proposals may not be transmitted electronically by fax or email.
- d. The Contract Management Unit must receive your proposal, regardless of postmark or method of delivery, by 4:00 p.m. on ~~March 30, 2006~~ **April 13, 2006**. Late proposals will not be reviewed or scored.
- e. Label and submit your proposal using one of the following methods.

Hand Delivery or Overnight Express:	U.S. Mail:
Proposal RFP 06-55047 Department of Health Services Mail Station 1403 Contract Management Unit 1501 Capitol Avenue, Suite 71.2101 Sacramento, CA 95814	Proposal RFP 06-55047 Department of Health Services Mail Station 1403 Contract Management Unit P.O. Box 997413 Sacramento, CA 95899-7413

f. **Proposer warning**

DHS' internal processing of U.S. mail may add 48 hours or more to the delivery time. If you mail your proposal, consider using certified or registered mail and request a receipt upon delivery. If you choose hand delivery, allow sufficient time to locate on street metered parking and to sign-in at the security desk. If detained at the security desk, ask security personnel to call the Contract Management Unit at 650-0100 to arrange for proposal pickup and receipt issuance by CMU staff. Proposers are warned not to surrender their proposals in the care of a person other than DHS Contract Management Unit staff.

2. Proof of timely receipt

- a. DHS staff will log and attach a date/time stamped slip or bid receipt to each proposal package/envelope received. If a proposal envelope or package is hand delivered, DHS staff will give a bid receipt to the hand carrier upon request.
- b. To be timely, DHS' Contract Management Unit must receive each proposal at the stated delivery address no later than 4:00 p.m. on the proposal submission due date. Neither delivery to the department's mailroom or a U.S. postmark will serve as proof of timely delivery.
- c. DHS will deem late proposals nonresponsive.

3. Proposer costs

Proposers are responsible for all costs of developing and submitting a proposal. Such costs cannot be charged to DHS or included in any cost element of a Proposer's price offering.

J. Evaluation and Selection

A multiple stage evaluation process will be used to review and/or score technical proposals. DHS will reject any proposal that is found to be nonresponsive at any stage of evaluation.

1. Stage 1 – Required Attachment / Certification Checklist review

- a. Shortly after the proposal submission deadline, DHS staff will convene to review each proposal for timeliness, completeness and initial responsiveness to the RFP requirements. This is a pass/fail evaluation.
- b. In this review stage, DHS will compare the contents of each proposal to the claims made by the Proposer on the Required Attachment / Certification Checklist to determine if the Proposer's claims are accurate.
- c. If deemed necessary, DHS may collect additional documentation (i.e., missing forms, missing data from RFP attachments, missing signatures, etc.) from a Proposer to confirm the claims made on the Required Attachment / Certification Checklist and to ensure that the proposal is initially responsive to the RFP requirements.
- d. If a Proposer's claims on the Required Attachment / Certification Checklist cannot be proven or substantiated, the proposal will be deemed nonresponsive and rejected from further consideration.

2. Stage 2 – Narrative proposal evaluation/scoring

- a. Proposals that appear to meet the basic format requirements, initial qualification requirements and contain the required documentation, as evidenced by passing the Stage 1 review, will be submitted to a rating committee.

The raters will individually and/or as a team review, evaluate and numerically score proposals based on the proposal's adequacy, thoroughness, and the degree to which it complies with the RFP requirements.

- b. DHS will use the following scoring system to assign points. Following this chart is a list of the considerations that raters may take into account when assigning individual points to a technical proposal.

Points	Interpretation	General basis for point assignment
0	Inadequate	Proposal response (i.e., content and/or explanation offered) is inadequate or does not meet DHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s) are significant and unacceptable.
1	Barely Adequate	Proposal response (i.e., content and/or explanation offered) is barely adequate or barely meets DHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s), are inconsequential and acceptable.
2	Fully Adequate	Proposal response (i.e., content and/or explanation offered) is fully adequate or fully meets DHS' needs/requirements or expectations. The omission(s), flaw(s), or defect(s), if any, are inconsequential and acceptable.
3	Excellent or Outstanding	Proposal response (i.e., content and/or explanation offered) is above average or exceeds DHS' needs/requirements or expectations. Minimal weaknesses are acceptable. Proposer offers one or more enhancing feature, method or approach that will enable performance to exceed our basic expectations.

- c. In assigning points for individual rating factors, raters may consider issues including, but not limited to, the extent to which a proposal response:
- 1) Is lacking information, lacking depth or breadth or lacking significant facts and/or details, and/or
 - 2) Is fully developed, comprehensive and has few if any weaknesses, defects or deficiencies, and/or
 - 3) Demonstrates that the Proposer understands DHS' needs, the services sought, and/or the contractor's responsibilities, and/or
 - 4) Illustrates the Proposer's capability to perform all services and meet all scope of work requirements, and/or
 - 5) If implemented, will contribute to the achievement of DHS' goals and objectives, and/or
 - 6) Demonstrates the Proposer's capacity, capability and/or commitment to exceed regular service needs (i.e., enhanced features, approaches, or methods; creative or innovative business solutions).
- d. Below are the point values and weight values for each rating category that will be scored.
- 1) Proposals, excluding the Cost section, will be scored on a scale of 0 to 216 points, as follows:

<u>Rating Category</u>	<u>Points</u>	<u>X</u>	<u>Weight</u>	<u>=</u>	<u>Total</u>
Executive Summary	18	X	0.5	=	9
Agency Capability	33	X	2.0	=	66
Work Plan	102	X	.75	=	76.5
Management Plan	24	X	1.0	=	24
Project Personnel	21	X	1.5	=	31.5
Facilities and Resources	09	X	1.0	=	9
Grand Total					216

- 2) DHS will consider a proposal technically deficient and nonresponsive if the proposal earns a score that is less than 151 points. Nonresponsive proposals will not advance to Stage 3.

3. Stage 3 – Scoring the Cost section

- a. Proposers that earned a passing score in Stage 2 will have the Cost section of their proposal scored and/or evaluated according to the process described herein.
- b. The proposal offering the lowest total cost earns 216 Cost points. The remaining proposals earn cost points through the cost conversion formula shown below. Final calculations shall result in numbers rounded to two decimal places.

$$\frac{\text{Lowest Cost}}{\text{Another Cost}} \times 216 (\text{Possible cost points}) = \text{Cost score of the Other Proposal}$$

- c. **Example for illustration purposes:**

Lowest cost earns 216 points.

$$\begin{aligned} \$100,000 \text{ (lowest cost)} \div \$127,000 \text{ (another proposal cost)} &= .7874 \text{ [use 4 decimal places]} \\ .7874 \times 216 \text{ points} &= 134.64 \text{ (Cost Section Score of another proposer)} \end{aligned}$$

4. Stage 4 – Combining Narrative Proposal Score and Cost Section Score

DHS will combine the narrative proposal score to the final Cost section score and will tentatively identify the firm with the highest combined proposal score from each of the earlier evaluation stage(s).

5. Stage 5 – Adjustments to Score Calculations for Bidding Preferences

- a. DHS will determine which firms, if any, are eligible to receive a bidding preference (i.e., small business).
- b. To confirm the identity of the highest scored responsive Proposer, DHS will adjust the total proposal costs for applicable claimed preference(s) and will readjust the Cost score of those Proposers eligible for bidding preferences. DHS will apply preference adjustments to eligible Proposers according to State regulations following verification of eligibility with the appropriate office of the Department of General Services. More information about the allowable bidding preferences appears in the RFP section entitled, "Preference Programs."

6. Stage 6 – Final Score Calculation

DHS will use the formula shown below to calculate final proposal scores and to determine the highest scored proposal.

a. Narrative Proposal Score	x 70% =	Technical Score
b. Cost Section Score	x 30% =	Cost Score
c. Technical Score		
+ Cost Score		
= <u>Total Point Score</u>		

K. Narrative Proposal Rating Factors

Raters will use the following criteria to score the narrative portion of each proposal.

1. Executive Summary

Executive Summary Rating Factors [Not to exceed 3 pages]	Points Possible	Points Earned
To what extent did the Proposer express, in its own words, its understanding of DHS' needs and the importance of this project? Assign 1 point or 0 points if the Proposer restates or paraphrases information in the RFP.	3	
To what extent did the Proposer demonstrate the tangible results that it expects to achieve? Assign 1 point or 0 points if the Proposer restates or paraphrases information in the RFP.	3	
To what extent did the Proposer express a sincere commitment to perform this work in an efficient and timely manner?	3	

Executive Summary Rating Factors [Not to exceed 3 pages]	Points Possible	Points Earned
To what extent did the Proposer demonstrate that it can effectively integrate this project into its current obligations and existing workload?	3	
To what extent did the Proposer adequately explain why it should be chosen to undertake this project at this time?	3	
To what extent did the Proposer utilize original and innovative ideas/concepts to achieve the goals of this RFP?	3	
Executive Summary Score _____ Points earned X 0.5 = _____		

2. Agency Capability

Agency Capability Rating Factors	Points Possible	Points Earned
Upon reviewing the Proposer's description of its business history, to what extent are the Proposing firm's goals relevant, closely related, or will their goals complement this project?	3	
From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in developing and implementing needs assessment processes and instruments that identify both existing and needed shelter and community resources necessary to serve and assist the LGBTQ clients at agency and community levels.	3	
From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in developing and implementing marketing plans?	3	
From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in developing and delivering technical assistance to non-profit agencies on topics related to serving and accessing the LGBTQ population? Technical assistance includes, but is not limited to, phone and on site consultation, individual specialized training and workshops, materials and job aides, identifying and facilitating linkages to resources and service providers, identifying deficiencies and developing corrective actions, establishing baseline and performance outcome measurements, and providing expertise with planning, developing, and implementing strategies to increase access of LGBTQ clients receiving domestic violence services.	3	
From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in developing and implementing statewide regional trainings for approximately 20 - 40 individuals per training session?	3	
From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in developing and distributing training materials?	3	
From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in developing computer generated reports, summaries, and data analysis electronically using word processing, spreadsheet and database software; and generating presentations using PowerPoint or other similar graphic display software?	3	

Agency Capability Rating Factors	Points Possible	Points Earned
From the experience described in its proposal, to what extent does the Proposer or subcontractor possess sufficient experience in developing evaluation tools and implementing evaluation methodologies and activities such as process, performance outcome measurement, and continuous program improvement to shelter agencies and local community organizations?	3	
From the experience described in its proposal, to what extent does the Proposer or subcontractor possess sufficient experience in analyzing evaluation data, summarizing results, and providing recommendations through periodic reports and a comprehensive report to program management?	3	
From the experience described in its proposal, to what extent does the Proposer possess sufficient experience in establishing and maintaining effective working relationships with government entities, local community based organizations, and private nonprofit organizations.	3	
Based on a review of the Proposer's information about its prior accounts or work projects in the past 3 years, to what extent did the Proposer demonstrate that it has performed services that were similar in nature or closely related to the RFP scope of work?	3	
Agency Capability Score _____ Points earned X 2.0 = _____		

3. Work Plan

WORK PLAN RATING FACTORS	Points Possible	Points Earned
To what extent are the Proposer's overall approaches and/or methods comprehensive and/or technically sound?	3	
To what extent did the Proposer offer a rational basis for choosing its particular approaches and methods (i.e., proven success or past effectiveness)?	3	
To what extent are the proposed procedures, methods and approaches appropriate and reasonable (i.e., if implemented are they likely to produce the desired results)?	3	
To what extent does the Proposer describe in detail the specific actions (i.e., tasks/activities and functions) that the Proposer will perform to fulfill the scope of work requirements?	3	
To what extent will the Proposer illustrate its ability to perform the tasks/activities and functions in a logical order?	3	
To what extent are the proposed performance time lines realistic and achievable?	3	
To what extent does the Proposer illustrate its ability to collaborate with the two other 'population specific' contractors and MCAH staff?	3	
To what extent does the Proposer illustrate its ability to develop a TAT Strategic Plan?	3	
To what extent does the Proposer illustrate its ability to apply quality improvement processes and tools to strategically improve access to DVP shelter services by the RFP defined population?	3	
To what extent does the Proposer illustrate its ability to develop and provide monthly, annual and final reports?	3	

WORK PLAN RATING FACTORS	Points Possible	Points Earned
To what extent does the Proposer illustrate its ability to develop a needs assessment process and tools?	3	
To what extent does the Proposer illustrate its ability to develop a needs assessment implementation plan?	3	
To what extent did the Proposer adequately demonstrate how it will measure and/or prove the completion of the assessment of the 94 DVP shelter agencies included in the scope of work (i.e., identification of key events/outcomes or deliverables)?	3	
To what extent does the Proposer illustrate its ability to develop regional train-the-trainer training sessions?	3	
To what extent does the Proposer illustrate its ability to implement the regional train-the-trainer training sessions?	3	
To what extent does the Proposer illustrate its ability to develop and produce training materials?	3	
To what extent does the Proposer illustrate its ability to identify and select trainers?	3	
To what extent does the Proposer illustrate its ability to complete and document training follow-up tasks?	3	
To what extent does the Proposer illustrate its ability to develop and maintain a system to calendar, track, monitor, and report training?	3	
To what extent does the Proposer illustrate its ability to develop and implement marketing plan strategies for promoting training?	3	
To what extent did the Proposer adequately demonstrate how it will measure and/or prove the completion of regional training to 94 DVP shelter agencies included in the scope of work (i.e., identification of key events/outcomes or deliverables)?	3	
To what extent does the Proposer illustrate its ability to implement and evaluate pilot testing of the regional train-the-trainer training?	3	
To what extent does the Proposer illustrate its ability to conduct logistical coordination and setup of training sites?	3	
To what extent does the Proposer illustrate its ability to assess and evaluate training provided?	3	
To what extent does the Proposer describe in detail technical assistance methods and tools?	3	
To what extent did the Proposer adequately demonstrate how it will measure and/or prove the completion of technical assistance to 94 DVP shelter agencies included in the scope of work (i.e., identification of key events/outcomes or deliverables)?	3	
To what extent does the Proposer illustrate its ability to develop and produce technical assistance materials?	3	
To what extent does the Proposer illustrate its ability to identify and select technical assistance providers?	3	
To what extent does the Proposer illustrate its ability to develop and implement marketing plan strategies for promoting technical assistance?	3	
To what extent does the Proposer illustrate its ability to develop and maintain a system to calendar, track, monitor, and report technical assistance?	3	

WORK PLAN RATING FACTORS	Points Possible	Points Earned
To what extent does the Proposer illustrate its ability to assess and evaluate technical assistance provided?	3	
To what extent does the Proposer illustrate its ability to develop and implement ongoing CQI processes, tools, and reports?	3	
To what extent does the Proposer illustrate its ability to develop and produce CQI instruments?	3	
To what extent does the Proposer illustrate its ability to assess and evaluate CQI processes implemented?	3	
Work Plan Score _____ Points earned X .75 = _____		

4. Management Plan

Management Plan Rating Factors	Points Possible	Points Earned
To what extent has the Proposer demonstrated its capability to effectively coordinate, manage and monitor the efforts of assigned staff (including subcontractors and consultants) to ensure that work is effectively completed and timely?	3	
Upon reviewing the Proposer's description of its fiscal accounting processes and budgetary controls, to what extent are the fiscal processes and controls adequate to ensure the responsible use and management of contract funds and accurate invoicing?	3	
Upon reviewing the Proposer's description of its fiscal accounting processes and budgetary controls, to what extent can the Proposer properly account for state project costs to ensure that only appropriate costs are billed to DHS?	3	
Upon reviewing a description of its fiscal accounting processes and budgetary controls, to what extent does the Proposer have appropriate fiscal reporting and fiscal monitoring capabilities to ensure contract funds are managed responsibly?	3	
Upon reviewing a description of its fiscal accounting processes and budgetary controls, to what extent has the Proposer demonstrated that it will maintain appropriate documentation to prove, support or substantiate the expenses invoiced to DHS?	3	
Upon reviewing the Proposer's organization chart in the Appendix Section, to what extent is the Proposer's organizational structure sound with distinct lines of authority and reporting relationships between management and all staff including subcontractors and independent consultants?	3	
Upon reviewing the Proposer's financial statements in the Appendix Section, to what extent is the Proposer financially stable and sound?	3	
Upon reviewing the Proposer's financial statements in the Appendix Section, to what extent does the Proposer have access to appropriate fiscal resources to carry State expenses for several months while awaiting reimbursement?	3	
Management Plan Score _____ Points earned X 1.0 = _____		

5. Project Personnel

Project Personnel Rating Factors	Points Possible	Points Earned
Upon reviewing the Proposer's staffing plan, to what extent has the Proposer allocated a sufficient number of staff in the appropriate position levels or classifications to perform the full range of services?	3	
Upon reviewing the Proposer's staffing plan, to what extent has the Proposer allocated ample FTEs or percentages of staff time for each position or classification?	3	
Upon reviewing the proposed salary rates or ranges and proposed duties for the proposed personnel, to what extent are the salary rates or ranges appropriate in relation to the assigned duties and level of responsibility?	3	
Upon reviewing the proposed job descriptions or duty statements for the proposed personnel, to what extent has the Proposer reasonably assigned the job responsibilities and tasks among the different personnel?	3	
Upon reviewing the proposed job descriptions or duty statements for the proposed personnel (including subcontractors and independent consultants), to what extent has the Proposer reasonably divided the work between its in-house resources and proposed subcontractors (including independent consultants)? If no subcontracting or use of consultants is proposed, up to 3 points will be assigned based on the effectiveness of the Proposer's allocation of tasks to its in-house personnel.	3	
Upon reviewing the job descriptions and resumes of the proposed staff, to what extent do the proposed personnel possess the qualifications, experience, and expertise needed to perform the assigned duties?	3	
Upon reviewing the Proposer's administrative policies and procedures, to what extent will the policies/procedures lead to the placement of existing staff or the recruitment and selection of qualified, competent and experienced staff, subcontractors and/or independent consultants for this project?	3	
Project Personnel Score _____ Points earned X 1.5 = _____		

6. Facilities and Resources

Facilities and Resources Rating Factors	Points Possible	Points Earned
To what extent does the Proposer have access to office facilities that are sufficient to enable performance of the scope of work?	3	
To what extent does the Proposer have access to adequate support services and other resources that are needed to ensure successful performance?	3	
To what extent does the Proposer have access to computer hardware and system capabilities to ensure adequate performance of the scope of work?	3	
Facilities and Resources Score _____ Points earned X 1.0 = _____		

L. Bid Requirements and Information**1. Nonresponsive proposals**

In addition to any condition previously indicated in this RFP, the following occurrences **may** cause DHS to deem a proposal nonresponsive.

- a. Failure of a Proposer to:
 - 1) Meet DVBE participation goals or to demonstrate that a substantial Good Faith Effort (GFE) was made to meet those goals.
 - 2) Meet proposal format/content or submission requirements including, but not limited to, the sealing, labeling, packaging and/or timely and proper delivery of proposals.
 - 3) Pass the Required Attachment / Certification Checklist review (i.e., by not marking "Yes" to applicable items or by not appropriately justifying, to DHS' satisfaction, all "N/A" designations).
- b. If a Proposer submits a proposal that is conditional, materially incomplete or contains material defects, alterations or irregularities of any kind.
- c. If a Proposer supplies false, inaccurate or misleading information or falsely certifies compliance on any RFP attachment.
- d. If DHS discovers, at any stage of the bid process or upon contract award, that the Proposer is unwilling or unable to comply with the contract terms, conditions and exhibits cited in this RFP or the resulting contract.
- e. If other irregularities occur in a proposal response that is not specifically addressed herein (i.e., the Proposer places any conditions on performance of the scope of work, submits a counter proposal, etc.).

2. Proposal modifications after submission

- a. All proposals are to be complete when submitted. However, an entire proposal may be withdrawn and the Proposer may resubmit a new proposal.
- b. To withdraw and/or resubmit a new proposal, follow the instructions appearing in the RFP section entitled, "Withdrawal and/or Resubmission of Proposals."

3. Proposal mistakes

If prior to contract award, award confirmation, or contract signing, a proposer discovers a mistake in their proposal and/or cost offering that renders the proposer unable or unwilling to perform all scope of work services as described in its proposal response for the price/costs offered, the proposer must immediately notify DHS and submit a written request to withdraw its proposal. Withdrawal instructions appear below.

4. Withdrawal and/or Resubmission of Proposals

- a. Withdrawal deadlines

A proposer may withdraw a proposal at any time before the proposal submission deadline.

b. Submitting a withdrawal request

- 1) Submit a written withdrawal request, signed by an authorized representative of the Proposer.
- 2) Label and submit the withdrawal request using one of the following methods.

U.S. Mail, Hand Delivery or Overnight Express:	Fax:
Withdrawal RFP 06-55047 Department of Health Services Contract Management Unit Mail Station 1403 1501 Capitol Avenue, Suite 71.2101 P.O. Box 997413 Sacramento, CA 95899-7413	Withdrawal RFP 06-55047 Department of Health Services Contract Management Unit Fax: (916) 650-0110

- 3) **[For faxed withdrawal requests]** Proposers must call (916) 650-0100 to confirm receipt of a faxed withdrawal request. Follow-up the faxed request by mailing or delivering the signed original withdrawal request within 24 hours after submitting a faxed request.

An original signed withdrawal request is generally required before DHS will return a proposal to a Proposer. DHS may grant an exception if the Proposer informs DHS that a new or replacement proposal will immediately follow the withdrawal.

c. Resubmitting a proposal

After withdrawing a proposal, Proposers may resubmit a new proposal according to the proposal submission instructions. Replacement proposals must be received at the stated place of delivery by the proposal due date and time.

5. Contract award and protests

a. Contract award

- 1) Award of the contract, if awarded, will be to the responsive and responsible Proposer, who earns the highest total score. The highest scored proposal will be determined after DHS adjusts Proposer scores for applicable bidder preferences.
- 2) DHS shall award the contract only after DHS posts a Notice of Intent to Award for five (5) working days. DHS expects to post the Notice of Intent to Award before the close of business on ~~April 21, 2006~~ **May 4, 2006**, in a Contract Award Notices Binder which will be available for viewing by the public during normal business hours, at the following location:

Department of Health Services
 Contract Management Unit
 1501 Capitol Avenue, First Floor Guard Station
 Sacramento, CA 95814

- 3) DHS will mail or fax a written notification and/or a copy of the Notice of Intent to Award to all firms that submitted a proposal.

- 4) DHS will confirm the contract award to the winning Proposer after the protest deadline, if no protests are filed or following the Department of General Service's resolution of all protests. DHS staff may confirm an award verbally or in writing.

b. Settlement of ties

In the event of a precise highest score tie between a certified small business and a certified DVBE, the contract will be awarded to the DVBE per Government Code Section 14838(f) et seq.

DHS will settle all other tied total scores by making an award to the Proposer who earns the highest score on their narrative proposal (e.g., Technical Proposal). If narrative proposal (e.g., Technical Proposal) scores are also tied, DHS will settle the tie in a manner that DHS determines to be fair and equitable (e.g., coin toss, lot drawing, etc.). In no event will DHS settle a tie by dividing the work among the tied Proposers.

c. Protests

1) Who can protest

Any proposer who submits a proposal may file protest if the Proposer believes its proposal is responsive to all RFP requirements.

2) Grounds for protests

Protests are limited to the grounds described in Public Contract Code (PCC) Section 10345. DHS will not make an award until all protests are withdrawn by the protestant, denied, or resolved to the satisfaction of the Department of General Services (DGS).

3) Protest time lines

- a. Eligible Proposers may file a first and quite brief "Notice of Intent to Protest" within five working days after DHS posts the Notice of Intent to Award.
- b. Within five calendar days after filing a "Notice of Intent to Protest", the protestant must file a full and complete written protest statement identifying the specific grounds for the protest. The statement must contain, in detail, the reasons, law, rule, regulation, or practice that the protestant believes DHS has improperly applied in awarding the contract.

4) Submitting a protest

Protests must be filed with both the Department of General Services and the Department of Health Services. You may hand deliver, mail or fax your protest.

Label, address and submit the initial protest notice and detailed protest statement using one of the following methods.

U.S. Mail, Hand Delivery or Overnight Express:	Fax:
Protest to DHS RFP 06-55047 Dept. of Health Services Contract Management Unit Mail Station 1403 1501 Capitol Avenue, Suite 71.2101 P.O. Box 997413 Sacramento, CA 95899-7413	Protest to DHS RFP 06-55047 Dept. of Health Services Contract Management Unit Fax: (916) 650-0110
Protest to DHS IFB 05-45872 Dept. of General Services Office of Legal Services Attention: Protest Coordinator 707 Third Street, 7 th Floor, Suite 7-330 P.O. Box 989052 West Sacramento, CA 95798-9052	Protest to DHS RFP 06-55047 Dept. of General Services Office of Legal Services Fax: (916) 376-5088

For faxed protests

Faxed protests must be followed-up by sending an original signed protest, with all supporting material, within one (1) calendar week of submitting the faxed protest.

Call the telephone numbers below to confirm your fax transmission:

Department of General Services	(916) 376-5080
Department of Health Services	(916) 650-0100

6. Disposition of proposals

- All materials submitted in response to this RFP will become the property of the Department of Health Services and, as such, are subject to the Public Records Act (GC Section 6250, et seq.). DHS will disregard any language purporting to render all or portions of any proposal confidential.
- Upon posting of a Notice of Intent to Award, all documents submitted in response to this RFP and all documents used in the selection process (e.g., review checklists, scoring sheets, letters of intent, etc.) will be regarded as public records under the California Public Records Act (Government Code, Section 6250 et seq.) and subject to review by the public. However, proposal contents, proposer correspondence, selection working papers, or any other medium shall be held in the strictest confidence until the Notice of Intent to award is posted.
- DHS may return a proposal to a Proposer at their request and expense after DHS concludes the bid process.

7. Inspecting or obtaining copies of proposals

- Who can inspect or copy proposal materials

Any person or member of the public can inspect or obtain copies of any proposal materials.

- What can be inspected / copied and when

- 1) On or after DHS posts the Notice of Intent to Award, all proposals, Proposers list, teleconference sign-in/attendance sheet, letters of intent, checklists and/or scoring/evaluation sheets become public records. These records shall be available for review, inspection and copying during normal business hours.

c. Inspecting or obtaining copies of proposal materials

Persons wishing to view or inspect any proposal or award related materials must identify the items they wish to inspect and must make an inspection appointment by contacting **Sandra Bahn at (916) 552-8697**.

Persons wishing to obtain copies of proposal materials may visit DHS or mail a written request to the DHS office identified below. The requestor must identify the items they wish to have copied. Materials will not be released from State premises for the purposes of making copies.

Unless waived by DHS, a check covering copying and/or mailing costs must accompany the request. Copying costs, when applicable, are charged at a rate of **ten cents** per page. DHS will fulfill all copy requests as promptly as possible. Submit copy requests as follows:

Request for Copies - RFP 06-55047

Sandra Bahn
Department of Health Services
Maternal, Child and Adolescent Health/Office of Family Planning Branch
Operations Section
MS 8400
1615 Capitol Avenue, Suite 73.560, P.O. Box 997413
Sacramento, CA 95833-7413

8. Verification of Proposer information

By submitting a proposal, Proposers agree to authorize DHS to:

- a. Verify any and all claims made by the Proposer including, but not limited to verification of prior experience and the possession of other qualification requirements, and
- b. Check any reference identified by a Proposer or other resources known by the State to confirm the Proposer's business integrity and history of providing effective, efficient and timely services.

9. DHS rights

In addition to the rights discussed elsewhere in this RFP, DHS reserves the following rights.

a. RFP corrections

- 1) DHS reserves the right to do any of the following up to the proposal submission deadline:
 - a) Modify any date or deadline appearing in this RFP or the RFP Time Schedule.
 - b) Issue clarification notices, addenda, alternate RFP instructions, forms, etc.
 - c) Waive any RFP requirement or instruction for all proposers if DHS determines that the requirement or instruction was unnecessary, erroneous or unreasonable. If deemed necessary by DHS, DHS may also waive any RFP requirement or instruction after the proposal submission deadline.

- d) Allow Proposers to submit questions about any RFP change, correction or addenda. If DHS allows such questions, specific instructions will appear in the cover letter accompanying the document.
- 2) If this RFP is clarified, corrected, or modified, DHS will mail or fax written clarification notices and/or RFP addenda to all persons/firms to whom DHS sent this RFP.

If DHS decides, just before or on the proposal due date, to extend the submission deadline, DHS may choose to notify potential proposers of the extension by fax or by telephone. DHS will follow-up any verbal notice in writing by fax or by mail.
- b. Collecting information from Proposers
 - 1) If deemed necessary, DHS may request a Proposer to submit additional documentation during or after the proposal review and evaluation process. DHS will advise the Proposers orally, by fax or in writing of the documentation that is required and the time line for submitting the documentation. DHS will follow-up oral instructions in writing by fax or mail. Failure to submit the required documentation by the date and time indicated may cause DHS to deem a proposal nonresponsive.
 - 2) DHS, at its sole discretion, reserves the right to collect, by mail, fax or other method; the following omitted documentation and/or additional information.
 - a) Signed copies of any form submitted without a signature.
 - b) Data or documentation omitted from any submitted RFP attachment/form.
 - c) Information/material needed to clarify or confirm certifications or claims made by a Proposer.
 - d) Information/material or form needed to correct or remedy an immaterial defect in a proposal.
 - 3) The collection of proposer documentation may cause DHS to extend the date for posting the Notice of Intent to Award. If DHS changes the posting date, DHS will advise the Proposers, orally or in writing, of the alternate posting date.
- c. Immaterial proposal defects
 - 1) DHS may waive any immaterial defect in any proposal and allow the Proposer to remedy those defects. DHS reserves the right to use its best judgment to determine what constitutes an immaterial deviation or defect.
 - 2) DHS' waiver of an immaterial defect in a proposal shall in no way modify this RFP or excuse a Proposer from full compliance with all bid requirements.
- d. Correction of clerical or mathematical errors
 - 1) DHS reserves the right, at its sole discretion, to overlook, correct or require a Proposer to remedy any obvious clerical or mathematical errors occurring in the narrative portion of a proposal, on a Cost Proposal form or on a Budget Detail Work Sheet.
 - 2) If the correction of an error results in an increase or decrease in the total price, DHS shall give the Proposer the option to accept the corrected price or withdraw their proposal.
 - 3) Proposers may be required to initial corrections to costs and dollar figures on the Cost Proposal form or a Budget Detail Work Sheet if the correction results in an alteration of the annual costs or total cost offered.

- 4) If a mathematical error occurs in a total or extended price and a unit price is present, DHS will use the unit price to settle the discrepancy.

e. Right to remedy errors

DHS reserves the right to remedy errors caused by:

- 1) DHS office equipment malfunctions or negligence by agency staff,
- 2) Natural disasters (i.e., floods, fires, earthquakes, etc.).

f. No contract award or RFP cancellation

The issuance of this RFP does not constitute a commitment by DHS to award a contract. DHS reserves the right to reject all proposals and to cancel this RFP if it is in the best interests of DHS to do so.

g. Contract amendments after award

As provided in the Public Contract Code governing contracts awarded by competitive bid, the DHS reserves the right to amend the contract after DHS makes a contract award.

h. Proposed use of subcontractors and/or independent consultants

Specific subcontract relationships proposed in response to this RFP (i.e., identification of pre-identified subcontractors and independent consultants) shall not be changed during the procurement process or prior to contract execution. The pre-identification of a subcontractor or independent consultant does not affect DHS' right to approve personnel or staffing selections or changes made after the contract award.

i. Staffing changes after contract award

DHS reserves the right to approve or disapprove changes in key personnel that occur after DHS awards the contract.

M. Bidding Certification Clauses

1. Certificate of Independent Price Determination

a. The prospective proposer certifies that:

- 1) The prices in this bid or proposal have been arrived at independently without any consultation, communication or agreement with any other proposer, proposer or competitor for the purpose of restricting competition relating to:
 - a) The prices or costs offered,
 - b) The intention to submit a bid or proposal,
 - c) The methods or factors used to calculate the costs or prices offered.
- 2) The prices in this bid or proposal have not been and will not be knowingly disclosed by the proposer, directly or indirectly, to any other proposer or competitor before the bid/cost proposal opening date or date of contract award posting, unless otherwise required by law.
- 3) No attempt has been made or will be made by the proposer to induce any other firm or entity to submit or not to submit a bid or proposal for the purpose of restricting competition.

- b. Each signature appearing on the documents contained in this bid package/proposal is considered to be a certification by the signatory that the signatory:

Is the person in the proposer's organization that is either responsible for determining the prices offered in this bid or proposal and/or is designated to complete the bid or proposal forms on behalf of the bidding firm, and the signatory has not participated and will not participate in any action contrary to all subsections of paragraph a.

N. Preference Programs

To confirm the identity of the highest scored responsive Proposer, DHS will adjust the total point score for applicable claimed preference(s). DHS will apply preference adjustments to eligible Proposers according to State regulations following verification of eligibility with the appropriate office of the Department of General Services.

1. Small Business Enterprises (including Microbusinesses)

- a. Responsive and responsible California proposers claiming preference and verified as a certified small business (including microbusinesses) in a relevant business type will be granted a preference of five percent (5%) of the total point score earned by the responsive and responsible proposer with highest combined score, if the highest scored proposal is submitted by a proposer that is not certified as a California small business (including microbusinesses) in a relevant business type. The "service" category or business type will most likely apply to this procurement.
- b. To be certified as a "small business" (including a microbusiness) and eligible for a bidding preference the business concern must:
 - 1) Have requested the status of small business and/or microbusiness and become certified by the appropriate office of the Department of General Services (DGS) [formerly referred to as Office of Small Business Certification and Resources] as a small business no later than 5:00 p.m. on the proposal submission deadline.
 - 2) Not be dominant in its field of operations,
 - 3) Be independently owned and operated,
 - 4) Have its principal office located in California,
 - 5) Have its owners (or officers in the case of a corporation) domiciled in California,
 - 6) Together with its affiliates be either:
 - a) A non-manufacturer with 100 or fewer employees and average annual gross receipts of ten million dollars or less over the previous three years, or
 - b) A manufacturer with 100 or fewer employees.
- c. Firms desiring small business and/or microbusiness certification must obtain a Small Business Certification Application (STD 813) from the appropriate office of the Department of General Services [formerly Office of Small Business Certification and Resources (OSBCR)], fully complete the form, and return it to the Department of General Services as instructed. Bidding firms desiring small business certification assistance, may contact the Department of General Services by the following means:
 - 1) (916) 322-5060 (24 hour recording and mail requests), or

- 2) (916) 375-4940 or (800) 559-5529 (live operator), or
- 3) Internet address: <http://www.pd.dgs.ca.gov/smbus> or
- 4) Fax: (916) 375-4950, or
- 5) Email: osbcrhelp@dgs.ca.gov

O. **Contract Terms and Conditions**

The winning Proposer must enter a written contract that may contain portions of the Proposer's proposal (i.e., Budget Detail Work Sheets, Work Plan), scope of work, standard contract provisions, the contract form, and the exhibits identified below. Other exhibits, not identified herein, may also appear in the resulting contract.

The exhibits identified in this section contain contract terms that require strict adherence to various laws and contracting policies. A Proposer's unwillingness or inability to agree to the proposed terms and conditions shown below or contained in any exhibit identified in this RFP may cause DHS to deem a Proposer non-responsible and ineligible for an award. DHS reserves the right to use the latest version of any form or exhibit listed below in the resulting agreement if a newer version is available.

The exhibits identified below illustrate many of the terms and conditions that may appear in the final agreement between DHS and the winning Proposer. Other terms and conditions, not specified in the exhibits identified below, may also appear in the resulting agreement. Some terms and conditions are conditional and may only appear in an agreement if certain conditions exist (i.e., contract total exceeds a certain amount, federal funding is used, etc.).

In general, DHS will not accept alterations to the General Terms and Conditions (GTC), DHS' Special Terms and Conditions, the Scope of Work, other exhibit terms/conditions, or alternate language that is proposed or submitted by a prospective contractor. DHS may consider a proposal containing such provisions "a counter proposal" and DHS may reject such a proposal as nonresponsive.

1. **Sample contract forms / exhibits**

Exhibit Label	Exhibit Name
a. Exhibit A1	Standard Agreement (1 page)
b. Exhibit A	Scope of Work (11 pages)
c. Exhibit B	Budget Detail and Payment Provisions (4 pages)
d. Exhibit C - View on-line.	General Terms and Conditions (GTC 1005). View or download this exhibit at this Internet site http://www.ols.dgs.ca.gov/Standard+Language/default.htm .
e. Exhibit D(C)	Special Terms and Conditions (17 pages)
f. Exhibit E	Additional Provisions (2 pages)
g. Exhibit F	Contractor's Release (1 page)
h. Exhibit G	Travel Reimbursement Information (2 pages)
i. Exhibit H	Contractor Equipment Purchased with DHS Funds (2 pages)
j. Exhibit I	Inventory/Disposition of DHS Funded Equipment (2 pages)

Exhibit Label	Exhibit Name
k. Exhibit J	Invoicing Format (2 pages)

2. Unanticipated tasks

In the event unanticipated or additional work must be performed that is not identified in this RFP, but in DHS' opinion is necessary to successfully accomplish the scope of work, DHS will initiate a contract amendment to add that work. All terms and conditions appearing in the final contract including the salary/wage rates, unit rates and/or other expenses appearing on the Proposer's Budget Detail Work Sheets will apply to any additional work.

3. Resolution of language conflicts (RFP vs. final agreement)

If an inconsistency or conflict arises between the terms and conditions appearing in the final agreement and the proposed terms and conditions appearing in this RFP, any inconsistency or conflict will be resolved by giving precedence to the final agreement.